



Business Best Practices

ARTS & CULTURE

Currently 50% of Fire Code Capacity
Gathering of 10 or more - max 50 must seek approval



WORKSPACES

General Considerations

- **Signage:** steps taken to safety, expectations, behavior reminders, policies should be posted outside the restaurant and inside at high-activity areas.
- Fort Collins businesses must have Face Covering Signage displayed:
 - [Full size sign](#)
 - [Half size sign](#)
- Spacing & Markings:
 - Consider one-way aisle/traffic for entering & exiting the building
 - Widen high-traffic areas to the extent possible.
 - Floor markers located six feet apart anywhere guests are likely to form lines (in front of artwork/displays)
 - Install sneeze guards or other protective measures at point of ticket sales, as necessary and/or required.
- Consider regular intercom announcements reminding guests to maintain social distancing
- Push capabilities to prevent door handling/exposure
 - Footpull options
 - Propping the door open
- Elevators - most elevators do not allow for the 6' distance, consider alternative plans/recommendations
 - Provide signage instructing guests to only enter the elevator with guests of the same party - avoid taking the elevator with other guests
- If allowing for public restroom use please establish procedures:
 - Block off every other stall
 - Limit the number of people in at one time
 - Consider footpull option for opening doors
 - No touch trash cans, sinks, soaps, paper towels, toilets
 - Establish regular schedule to sanitize frequent, high-touch equipment more frequently
 - Make sure soaps, paper towels are well-stocked for guests to wash hands

Gallery/Museums

- Due to the constraint of customers allowed within the gallery/museum (based on public gatherings of no more than 10 people unless the square footage of the facility and/or space allows for 6' distancing of all participants) - please consider time reservations for guests and visitors - invest in an appointment/reservation system that can be done via phone or mobile/web application
 - The event organizer and/or facility must demonstrate compliance via a written plan with provisions below, gatherings may be approved not to exceed 50 people. Submit your plan [here](#).
- Observe the 6' distance rule - consider starting walk-in's gradually
- Arrange artwork or displays to ensure customers have room to maintain six feet of distance
 - Mark out flow of traffic path for viewing
- Do not exhibit interactive pieces in the museum or gallery that guests would touch.
 - Consider donation and comment jars/methods
- Remove fabric/upholstered furniture and replace with furniture that is easy to wipe down.
- Discourage customers from handling merchandise they do not intend to purchase in the giftshop.
- Limit number of guests from congregating (front desk, lobby, live music, events, etc.) - consider incorporating virtual options
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- Know your typical busy hours, then establish new hours of operation to what is viable for your business
 - Consider extra time dedicated to a full cleaning of gallery/museum at the end of the day

Venues - Performing Arts & Theatre

- Limit the number of customers allowed within the venue - based on public gatherings of no more than 10 people unless the square footage of the facility and/or space allows for 6' distancing of all participants.
 - The event organizer and/or facility must demonstrate compliance via a written plan with provisions below, gatherings may be approved not to exceed 50 people. Submit your plan [here](#).
- Group members of the same party to be assigned next to one another (those tickets purchased together)
- Space different parties at least 6' away from the next party
 - For indoor venues with seating:
 - Have a staff member map out seating chart prior to the performance - be sure to give seat number to guests
 - Multiple ushers should be present during the beginning of the performance to help guests find their seats
 - Row numbers and/or seat numbers should be adequately displayed for easy seating of guests
 - For indoor venues without seating (general admission):
 - Consider how you will space out guests
- Limit number of guests in communal areas like the ticket booth, lobby, concession stand, restrooms, or other places where lines normally form
 - Provide signage/markings for spacing out
- Discourage customers from handling merchandise they do not intend to purchase in the giftshop/merch booth
- Consider closing vending machines, water fountains, ATM's
- If selling concessions - consider pre-packaged and 'grab & go' options like bottled drinks, packaged snacks rather than food/beverage that must be prepared
 - Consider online ordering with pick up times or delivery to seat
 - This could help limit alcohol purchases which would help with audience compliance
 - Train staff on ID checks for customers wearing masks if serving alcohol
- Don't allow public sharing of utensils, lids, straws, soda fountains
- Space front row seats away from performers that aren't wearing face coverings
- Consider length of performance
 - Will intermission be included in the program or ask guests to leave during the show?
 - How will intermission be handled with restroom lines, crowding in lobby, bar visitation, etc?
- Consider extra time dedicated to a full cleaning of venue at the end of the day
- Outdoor Venues:
- Consider best practices shared above
- In order to space guests out - please use more staff as ushers or designate areas of the lawn/field via spray painted/roped off sections

Additional Consideration

- When approved to reopen - is staff ready? Is it viable to reopen? Which service options are best?
- Connect with your CPA and banker about long-term funding
- [Families First Coronavirus Response Act](#) and [Family and Medical Leave Act \(FMLA\)](#)
- Must maintain 6' physical distancing between employees and clients

State Guidelines

Larimer County Guidelines

- Employees and clients/customers must wear face covers when in the business. For more information, [click here](#).
- [Important Water Quality Message before you reopen](#): Please email UtilitiesCustomerAccounts@fcgov.com or call 970-416-4268.
- Must have a written sick employee policy shared with employees and available upon request.
- Businesses are only open for limited people (Please check [State](#) and [Larimer County](#) guidance for current limits)
- Employees who can telework should be teleworking.
- **Consider connecting with your HR professional or attorney to review all policies**

PRACTICES & EMPLOYEES

Safety

- Review recommended PPE & hygiene videos:
 - [Proper Mask removal video](#)
 - [Proper Glove removal video](#)
 - [Handwash training](#)
- Prior to reopening, invest some time to retrain and re-immers staff as mandatory training
 - Establish and implement new procedures that promote safety in alignment with governmental guidelines.
 - Revisit the new procedures frequently to ensure that practices and protocols are updated based on changing guidelines and conditions.
 - Identify several workplace COVID coordinators to train employees on the new procedures.
- Ensure all employees are wearing masks/cloth face coverings before entering restaurant - determine proper mask cleaning procedures and who's responsible for cleaning masks.
- Create cleaning procedures that focuses on sanitizing frequently touched surfaces and spaces:
 - Wipe down high-contact surfaces/counters at a minimum every 30 minutes
 - Door and drawer handles
 - Light and other power switches
 - Consider keeping all lights on during business hours, or utilizing existing motion sensor capabilities
 - Shared tools such as office supplies, pricing guns, tape guns, box cutters, etc.
 - Furniture
 - Vending machines and self-serve areas
 - Appliances frequently used surface in the employee break room
 - Time clocks
 - Point of sale/ticket booth: Cash register, including touch screens, keyboards, mouse, counter and/or conveyor belt, cabinet pulls and checkout dividers.
 - Restrooms: Door handles and flush levers, toilet bowl and toilet paper holder, sinks and faucet, paper towel holders and/or air dryers, and diaper-changing stations
 - Sales floor: Fixtures with handles or pulls and any other high-touch surfaces
- Provide cleaning kits for staff at high traffic locations throughout the building including ticket booths.
 - Disinfectant wipes or sprays
 - Disposable gloves
 - Paper towels
 - Masks
 - Hand sanitizer
- Allow employees breaks for regular cleaning and personal sanitation, such as handwashing in between customers - establish a consistent procedure for employees to follow
- Establish cleaning plan for new shift of employees
- Washing/Antiseptic Stations
 - Single use sanitation packet availability (assign to individual employees at the beginning of each shift so sanitation items are not shared)
- Provide training and support for safely de-escalating and managing high tension situations (examples: shoplifting and customers who don't follow safety protocols)
 - [The Crisis Prevention Institute](#) offers free resources to help make the workplace safer

Workstations

- At least 50% reduced on-site staff (all non-essential businesses)
- When possible, workstations shifts should be staggered to limit staff congregating in one area
- Consider assigned, separate workstations for each staff member
- Consider one-way aisles, when feasible, with floor markings

Symptom Monitoring

- All employees experiencing any flu-like symptoms should not come into work
- Symptom checks should be completed prior to employees entering the workspace
 - Ask all employees:
 - Have you had a cough?
 - Have you had a fever?
 - Have you been around anyone exhibiting these symptoms within the past 14 days?
 - Are you living with anyone who is sick or quarantined?
 - Consider daily temperature checks and send employees with temperatures above 100.4°F home.
- Refer symptomatic employees to the [Larimer County Symptom Tracker](#)
- Develop plans for those employees who the [CDC has identified as higher risk](#) for severe illness from COVID-19.
- Train on potential symptoms, including those of COVID-19
- **Make sure to talk with a Human Resource Professional and/or Legal Counsel.**
 - Work collaboratively to manage each unique situation

Employee Communications

- Utilize pre-existing employee communications/scheduling platforms. Have a uniform method to relay information such as safety standards and other important updates to employees.
- Managers/owners should be easily accessible by employees (share best email, cell phone) for any questions at any time.
- Limit staff meetings to up to 10 employees
 - Hold virtual meetings whenever possible.

Supply Chain & Deliveries

- Establish procedures for vendors, delivery people, and other non-employee workers:
 - Notify these people of reopening plans, and any revised procedures for restaurant entry, deliveries, paperwork, etc.
 - Implement protocols to ensure safety:
 - Suspending or limiting access to the restaurant
 - Developing contactless signature procedures for deliveries.
 - Adjusting schedules to spread out deliveries.
 - Require social distancing and adherence to governmental guidelines.
- Supply Chain and Inventory:
 - Assess supply needs and explore options for sourcing additional supplies required for business operations; assess how to best leverage existing relationships with vendors.
 - Create a plan for how you will source and distribute cleaning products and PPE, accounting for existing and/or future shortages. Establish a protocol to monitor this on a frequent basis as rules and health guidance ebb and flow with the prevalence of the virus.
 - If you have international operations, consider current challenges with respect to shipping certain products (such as PPE) across borders. You may have to modify your traditional supply chain routing.
 - Establish procedure for regularly disinfecting inventory and newly-received deliveries.

Additional Consideration

- Businesses must abide by Occupational Safety and Health Administration (OSHA) [environmental hygiene standards related to COVID-19](#)
- [Colorado Department of Public Health and Environment \(CDPHE\)](#)
- [Occupational Safety and Health Administration \(OSHA\) - PPE](#)
- [Environmental Protection Agency \(EPA\) Disinfectants for Use Against COVID-19](#)
- Employees and customers must wear face covers when entering the business. For more information about the Larimer County Face Covering Order, [click here](#).
- Visit [NoCoSafetySupply.com](#) to locate PPE, cleaning, and safety supplies for your business

TO PROTECT CUSTOMERS

Customer Expectations & Interactions

- All clients experiencing any flu-like symptoms should not come into the facility.
- Hand sanitation/washing stations at every entrance - require customers to disinfect their hands upon entering.
- Wandering around the lobby, ticket booths, concession stands, any communal areas should be limited.
- Invest in an online ticket sale system that can be done via phone or mobile/web application
- Consider ticket reservations for larger events - do not allow walk-up ticket sales in order to adequately space guests through seating arrangements.
- Utilize e-ticket on guests' personal devices instead of printed physical tickets
 - Guide customers how to properly present e-tickets (turn up brightness on device etc.)
- Payment collection – pay ahead, contactless payment models, discourage cash exchange (use gloves and wash hands after any contact transaction).

External Communications

- Update customers about reopening dates and new procedures staff will be implementing.
- Share your business' expectations and rules that customers should follow online and/or on social media.
- Work on building a greater social media presence.
- Keep your menu updated online.
- Ensure contact information is easily available to customers online.
- Alleviate fears of customers by having transparent communications/signage about safety practices that are being implemented (including a diagram/communication of the "back of house" process to provide transparency and confidence for how you're operating safely.
 - Encourage customers to call ahead if they have any questions about safety or procedures - have a standard script by the phone that you want employees to share with customers
- Have resources available electronically.

- Establish a clear refund policy for people that are unable to attend an event due to illness or are refused entry at door for that reason
- Research community campaigns that are promoting local businesses such as [ForFortCollins.com](#).

Additional Consideration

- Encourage people to call ahead and schedule a reservation or prepay - make sure the restaurant's contact information is easily accessible online.
- Employees and customers must wear face covers when entering the business. For more information about the Larimer County Face Covering Order, [click here](#).
- Signage must be posted at each public entrance to inform all employees and customers must include:
 - Face Covering requirements
 - [Full size sign](#)
 - [Half size sign](#)
 - Avoid entering if they have a cough or fever
 - 6-foot physical distancing
 - Keep gatherings to 10 people or less
- Disability Accommodations. New health screening measures may require new accommodations for people with disabilities. For example, hearing-impaired patrons who read lips may require screening by a worker wearing a clear face covering or one with a see-through window over the wearer's mouth. A building that reduces points of ingress or egress must ensure continued accessibility. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure. In order to remain compliant with applicable disability laws and provide reasonably accessible events for all patrons, consult with a local advocate for people with disabilities.

